| *Test Method* | *Test Technique* | *Description* |
|---|---|---|
| | Observation^ | Monitoring activities and collecting information by observing and logging events as they occur |
| | Document Review^ | Review and analysis of publications and logs |

* Invasive
^ Non-invasive

*Figure III-II: Transactional Analysis Evaluation Techniques*

Transactional analysis requires the development of test scenarios and test cases, as described below. Operational analysis, by contrast, requires the use of evaluation checklists.

**Test Scenarios**

Business scenarios will be created to describe the customers, products and services that will be electronically requested from BellSouth. Test scenarios describe the logical and "typical" conditions applicable to a business process.

The test scenarios included in Appendix B of this document address a representative sample of the product, process, and account activity type combinations routinely ordered, billed, and/or repaired by BellSouth.

**Test Cases**

Each test scenario is translated into multiple test cases. A test case addresses a specific set of test conditions which produce a desired outcome. Each are characterized by a set of procedures designed to execute a specific segment of test data (i.e. a customer account). Each test case contains a set of test conditions and corresponding expected results that, when satisfied, demonstrate that BellSouth is providing nondiscriminatory access.

Test cases are written such that each of the target conditions/outcomes for a given test scenario takes on all possible values at least once (this is known as condition coverage). Test cases must be repeatable, controllable, and recordable for audit and reporting purposes.

**Evaluation Checklists**

Detailed and comprehensive evaluation checklists will be developed for all test objectives to be analyzed through operational analysis. These checklists will serve as objective criteria to be applied to inspection, interview, observation and document review activities.

**Test Cycles**

Test Cycles are the organizational tools which manage the testing process. Every test cycle includes a description of the test, its objectives, scope, entrance criteria, activities and exit criteria. The full set of test cycles is contained in Appendix F - Test Cycles. The results accuracy and reporting phase is required in order to ensure that all test results have been collected, assessed and documented.

**Test Tools**

Functional testing of BellSouth's OSS through the TAG, EDI, and ECTA interfaces will be conducted using the xst (TAG) Test Client, PC-EDI, and BAP test tools, respectively. All of these tools are made available by BellSouth to requesting CLECs.

The ability of BellSouth's OSS to handle volumes projected for YE01 will be tested via test transaction generators (TTGs). These TTGs will allow normal and stress volumes to be efficiently sent against BellSouth's OSS through the specified interfaces. Volume tests are based on scaling a statistically and functionally representative sample of scenarios to projected volumes. The preliminary volume projection methodology is attached in Appendix C - Volume Analysis.

## *C. Evaluation & Results*

Although transactional testing and operational analysis will generate different results based on their varying approaches, the approach used to gather, assess and report results against those performance metrics will remain consistent across all test cycles.

***Results Assessment***

Once the results from each test cycle have been collected, they must be assessed in order to determine the performance of the Test. This activity includes comparing the expected results file with the actual results. Additionally, this activity involves verifying that all test conditions in a test cycle have been adequately exercised. Severity 1, 2, and 3 failures or defects will require re-testing.

| *Defect Class* | *Definition* |
|---|---|
| Severity 1 | An error which causes a program or system interrupt or which causes program execution to abort. AT&T and BELL System personnel refer to this type of error as a "show stopper". This error has the highest severity rating. |
| Severity 2 | A severe error which causes a program not to perform properly or to produce unreliable results. Normally, the user cannot find an appropriate "workaround" for this type of error. |
| Severity 3 | An error for which, while not minor, a "workaround" solution can be found for the |

| Defect Class | Definition |
|---|---|
| | user. |

*Figure III-III: Defect Severity Level Definitions*

If a significant number of test conditions fail or are not covered, the test cycle will be rescheduled for execution following the implementation of the appropriate corrective measures.

***Results Reporting***

Once the results have been assessed, they will be reported. This activity includes migrating the results data into the pre-determined reporting templates. Additionally, the test cycle logs are included as part of the test cycle report. Each test cycle will have its own summary report and test log to sufficiently disaggregate the test results and provide detailed reporting. KPMG is responsible for providing a final independent results report at the end of each test cycle.

Upon completion of each transactional analysis test cycle, KPMG will compare the disaggregated performance metrics and raw data collected by the HP test facilities against the metrics collected by BellSouth's own performance measurements systems.

***Performance Metrics***

Both transactional testing and operational analysis require evaluation criteria and performance metrics to assess test results. Test performance metrics provide the basis for determining whether or not an individual test event met stated objectives and achieved expected results. This activity serves to sharpen the test approach and scope by defining the specific criteria required to measure the success of each test event. Performance metrics are described in detail in Appendix D - Performance Metrics.

Performance metrics will be developed for each test to determine whether the results deviate from expectations. In those cases where results deviate, statistical analysis will be undertaken to determine the significance of the deviation.

## *D. Entrance and Exit Criteria*

Each test cycle, by nature of its testing objective, interface type and process domain, mandates specific entrance and exit criteria. However, global entrance and exit criteria span across all test cycles.

*Entrance Criteria*

Entrance criteria are requirements that must be met before individual tests can commence. Global entrance criteria which apply to every individual test include the following:

| *Criterion* | *Responsible Party* |
|---|---|
| The MTP has been filed with the Georgia PSC. | BellSouth |
| Exception Reporting process has been defined. | Georgia PSC, KPMG, HP, BellSouth |
| The Georgia PSC has established service qualitymeasurements to be used in the test. | Georgia PSC |
| All required BST interface capabilities must be operationally ready. | BellSouth |

*Figure III-IV Global Entrance Criteria*

1. **The Test Plan has been approved.**

   The Test Plan must be filed with the Georgia PSC.

2. **Exception Reporting process has been defined.**

   A defined process must be in place by which test defects are identified, assigned, resolved, and escalated. KPMG, HP and BellSouth must agree to this exception reporting process.

3. **The Georgia PSC has established service quality measurements to be used in the test.**

   Metrics to be used in Georgia have been set out in the Georgia PSC's Order. Before many portions of the test can begin, these metrics must be agreed to and fully defined. In addition they must be fully functional, tested, and operationally ready. Fully functional BellSouth measurements are required to support collection of test results and to ensure a method exists to monitor on-going compliance. With assistance from the independent auditors, the Georgia PSC will assess the operational readiness of all required BellSouth measurements and verify that all requirements have been met.

4. **All required BellSouth interface capabilities must be operationally ready.**

   Electronic interfaces to all OSS access functions of pre-ordering, ordering, provisioning, maintenance and repair, and billing must be fully tested and operational. All GUI interface capabilities must be operational.

In addition to these global entrance criteria, test-specific entrance criteria, where applicable, are defined for each test cycle.

*Exit Criteria*

Exit criteria are the requirements that must be met before the tests defined in the Test Plan can be concluded. The global exit criteria for each test cycle include the following:

| *Criterion* | *Responsible Party* |
|---|---|
| All required test activities must be completed. | KPMG, HP |
| All change control, verification, and confirmation steps have been completed. | KPMG, HP |
| KPMG must audit the testing process, monitor the performance of the tests, evaluate the test plans, assess the accuracy of reported results and report to the Georgia PSC | KPMG |

*Figure III-V Global Exit Criteria*

1. **All required test activities must be completed.**

   For each test, all fact finding and analysis activities must be completed. All results and test methodologies have been documented.

2. **All change control, verification, and confirmation steps have been completed.**

   The results of test activities must be documented and reviewed for accuracy. Any results that require clarification or follow-up are confirmed.

3. **KPMG must validate the reported results.**

   KPMG, in its role as an independent auditor, will review test scope, methods, data, and reporting and assess the accuracy of the results. KPMG will then issue an interim report to the Georgia PSC

In addition to these global exit criteria, test-specific exit criteria, where applicable, are defined for each test cycle.

# IV. Pre-Ordering Test Section

## *A. Overview*

The purpose of this section is to define the pre-ordering tests needed to prove nondiscriminatory access to BellSouth's OSS in order to comply with the Georgia Order and the Act.

## *B. Scope*

The pre-ordering test scope is defined by the following test dimensions: interface, test objective, product category, and test technique. The test cycles are based on those combinations of test dimensions that are required within the scope of the Georgia Order.

| ***Test Cycles*** | ***Test Dimensions*** | | | |
|---|---|---|---|---|
| | ***Interface*** | ***Primary Test Objective*** | ***Product Category*** | ***Test Technique*** |
| PRE-1: TAG Pre-Ordering Functional Test | TAG | Functionality | Product Independent | Transaction Processing |
| PRE-2: Pre-Ordering Performance Results Comparison | TAG | Performance | Product Independent | Performance Comparison |
| PRE-3: TAG Pre-Ordering Documentation Evaluation | TAG | Documentation | Product Independent | Document Review Observation |

*Figure IV-I: Pre-Ordering Test Cycles*

Pre-order volume testing is addressed within the O&P normal and peak volume performance tests.

## *C. Test Cycles*

### 1.0 PRE-1: TAG Pre-Ordering Functional Test

#### *1.1 Description*

The TAG Pre-Ordering Functional Test will evaluate the functional elements of the pre-ordering process for UNEs as delivered to CLECs by the TAG interface. This test cycle will be executed by submitting stand-alone pre-order transactions against BellSouth test bed accounts.

TAG pre-ordering functionality will be reviewed along with the documentation addressing its use. This test cycle will target customer service records, feature/service availability, telephone number assignment, address validation, and appointment availability. Transactions will be submitted using multiple "entry points" (e.g., circuit identifier and telephone number for CSRs or telephone number and partial address for address validations), request types, customer types (where applicable), and CO switch locations.

This Test will require BellSouth to establish a test bed of customer accounts against which the requisite pre-order service inquiries may be placed. The test scenarios to be used in the TAG Pre-Ordering Functional Test are described in Appendix B-1: Pre-Ordering Scenarios.

The Test will coordinate efforts with BellSouth to ensure that BellSouth's performance measurements system is prepared to track test transaction performance prior to beginning the Test. Test cycle performance data will be collected and delivered to the Pre-Ordering Performance Results Comparison Test (PRE-2) and KPMG as inputs to their respective test execution functions.

### *1.2 Objective*

The objective of the TAG Functional Pre-Ordering Test is to accurately prove the existence of TAG functionality for electronically ordered UNEs in accordance with the TAG documentation.

### *1.3 Entrance Criteria*

- Global entrance criteria satisfied
- TAG documentation and training obtained
- Test transaction tracking strategy identified
- Target performance metrics identified
- BellSouth performance measurements tracking system prepared to track test transactions
- xst (TAG) Test Client terminal stations configured and installed
- BellSouth test bed customer account data loaded
- Expected results files completed
- Integrated test management tools installed and configured
- Test scripts (transaction content) completed and loaded
- Test case execution scheduled
- Test cycle execution checklist created
- Test logs created and results reporting template completed
- Account and security access to TAG established
- TAG connectivity established

- Test execution team staffed, scheduled, and trained

### *1.4 Test Scope*

The test scope will address the following sub-processes and functions to evaluate TAG functionality.

| **Test Objectives: Functionality, Performance, Documentation, and Interface**<br>**Test Technique: Transaction Processing** |
|---|

| ***Sub-Process*** | ***Function*** |
|---|---|
| Validate Address | Create address validation request transaction |
| | Send address request using BTN |
| | Send address validation request using WTN |
| | Send address validation request using partial address |
| | Receive match response |
| | Receive near match response |
| | Receive no match response |
| | Receive error response |
| | Correct errors |
| | Resend address inquiry |
| | Receive match response |
| Retrieve CSR | Create CSR request transaction |
| | Send CSR request using BTN |
| | Send CSR request using WTN |
| | Send CSR request using circuit identifier and state code |
| | Send CSR request using miscellaneous account number |
| | Send request for directory information only |
| | Receive match response |
| | Receive no match response |
| | Correct errors |
| | Receive error response |
| | Resend CSR inquiry |
| | Receive match response |
| Determine Product / Service Availability | Create service availability request transaction |
| | Send service availability (LPIC, PIC, Switch Service Availability) request transaction |

| *Sub-Process* | *Function* |
|---|---|
| | Receive availability response |
| | Receive error response |
| | Correct errors |
| | Resend service availability inquiry |
| | Receive availability response |
| Request Available Telephone Number(s) | Create available telephone number request transaction |
| | Send TN request for specific number(s) (Easy, Sequential, Ascending, Vanity, etc) |
| | Send TN request for random number(s) |
| | Send TN request for a range of specific numbers |
| | Send TN request for a range of random numbers |
| | Receive available numbers response |
| | Receive error response |
| | Correct errors |
| | Resend available telephone number request |
| | Receive available numbers response |
| Reserve TN(s) | Create telephone number reservation transaction |
| | Send reservation request for a single TN |
| | Send reservation request for Multi-line Hunt |
| | Send reservation request for Direct-In-Dial |
| | Receive confirmation response |
| | Receive error response |
| | Correct errors |
| | Resend TN reservation request |
| | Receive confirmation response |
| Cancel TN Reservation | Create telephone number reservation cancellation transaction |
| | Send cancel reservation request for a single TN |
| | Send cancel reservation request for Multi-line Hunt |
| | Send cancel reservation request for Direct-In-Dial |
| | Receive confirmation response |
| | Receive error response |
| | Correct errors |
| | Resend cancel TN reservation request |
| | Receive confirmation response |

| *Sub-Process* | *Function* |
|---|---|
| | Receive match response |
| Determine Appointment Availability | Create appointment availability request transaction |
| | Send request for appointment availability |
| | Receive valid response |
| | Receive error response |
| | Correct errors |
| | Resend available due date request |
| | Receive valid response |
| Calculate Due Date | Create due date calculation request transaction |
| | Send request for due date calculation |
| | Receive valid response |
| | Receive error response |
| | Correct errors |
| | Resend due date calculation request |
| | Receive valid response |

*Figure IV-II: TAG Pre-Ordering Functional Test Scope*

### *1.5 Test Activities*

1. Submit TAG test case transactions according to schedule
2. Log transaction identifier(s) and submission date/time stamp
3. Receive transaction responses
4. Log transaction identifier(s) and receipt date/time stamp
5. Format transaction response for comparator evaluation
6. Match transaction response to submitted transaction
7. Verify that transaction response contains expected results
8. Flag any exceptions or mismatched responses (if none, go to step 17)
9. Review exceptions to identify root cause
10. Report any Severity 1, 2, and 3 test exceptions
11. Troubleshoot exceptions and determine resolution procedures
12. Resolve exceptions in accordance with exception resolution process
13. Determine if test cycle should continue (if no, skip to step 18)
14. Take corrective actions
15. Increment transaction version numbers and resubmit transaction
16. Log resubmission transaction identifier(s) and date/time stamp (go to step 3)
17. Review comparator results and identify pending/open transactions
18. Generate test results reports

19. Calculate and report performance metrics

### *1.6 Exit Criteria*

- Global exit criteria satisfied
- Disaggregated performance metrics report completed
- Expected versus actual results report completed
- Exceptions report completed
- Exceptions report due to documentation delivered to Document Review Test
- Post-mortem analysis conducted
- Test cycle results summary report completed
- Results summary and formatted data delivered to KPMG
- Disaggregated performance metrics report and raw electronic data delivered to Pre-Ordering Performance Results Comparison Test

## 2.0 PRE-2: Pre-Ordering Performance Results Comparison

### *2.1 Description*

The Pre-Ordering Performance Results Comparison is a comparative analysis of performance results collected by HP test management tools and those collected by BellSouth's OSS performance measurement system. The source results collected from PRE-1: TAG Functional Test, O&P-3: EDI/TAG Normal Volume Performance Test, and O&P-4: EDI/TAG Peak Volume Performance Test will be compared to BellSouth's performance metrics, accuracy and trends will be identified, and disparities will be analyzed for significance.

### *2.2 Objective*

The objective of the Pre-Ordering Performance Results Comparison is to assess the accuracy of BellSouth's wholesale performance metrics results using test transactions.

### *2.3 Entrance Criteria*

- Global entrance criteria satisfied
- Results comparison strategy defined
- TAG Pre-Ordering Functional Tests completed with disaggregated performance metrics reports
- TAG Normal and Peak Volume Performance Tests completed with disaggregated performance metrics reports
- BellSouth performance measurements system reports compiled
- Test execution scheduled

- Test logs created and results reporting template completed
- Test execution team staffed, scheduled, and trained

### *2.4 Test Scope*

The test scope will address the following sub-processes and functions to compare performance results.

| **Test Objective: Performance**<br>**Test Techniques: Performance Comparison** | |
|---|---|
| ***Sub-Process*** | ***Function*** |
| Average OSS Response Interval | Address Validation |
| | CSR Retrieval |
| | Switched Service Availability |
| | PIC/LPIC Availability |
| | Product / Service Availability |
| | Telephone Number(s) Availability |
| | Reserve TN(s) |
| | Cancel TN Reservation |
| | Determine Due Date / Appointment Availability |

*Figure IV-III: Pre-Ordering*
*Performance Results Comparison Test Scope*

### *2.5 Test Activities*

1. Acquire and format BellSouth and Test performance data files
2. Compare disaggregated BellSouth performance results with test management tools performance results
3. Flag any unexplained variance in results comparison (if none, go to step 11)
4. Review exceptions to identify root cause
5. Report any Severity 1, 2, and 3 test exceptions
6. Identify and quantify root cause for variances in results
7. Troubleshoot exceptions and determine resolution procedures
8. Resolve unexplained variances in accordance with exception resolution process
9. Determine if test cycle should continue (if no, go to step 12)
10. Take corrective actions
11. Resume results comparison analysis

12. Generate comparative analysis results reports

### *2.6 Exit Criteria*

- Global exit criteria satisfied
- Comparative analysis report completed
- Results variance findings documented
- Exceptions report completed
- Post-mortem analysis conducted
- Test cycle results summary report completed
- Results summary and formatted data delivered to KPMG

## 3.0 PRE-3: TAG Pre-Ordering Documentation Evaluation

### *3.1 Description*

The TAG Pre-Ordering Documentation Evaluation is an analysis of the BellSouth-provided documentation used by CLECs to interface and interact with the TAG interface for pre-ordering activities. This evaluation is intended to review the quality, accuracy and completeness of BellSouth's repaired documentation using a variety of operational analysis techniques. This Test will receive as input from the PRE-1: TAG Functional Test, O&P-3: EDI/TAG Normal Volume Performance Test, and O&P-4: EDI/TAG Peak Volume Performance Test exceptions reports due to documentation which address whether system functionality matches that described in the business rules documentation.

### *3.2 Objective*

The objective of TAG Pre-Ordering Documentation Evaluation is to assess whether the documentation provided by BellSouth adequately assists CLECs in understanding how to implement and use all of the TAG pre-ordering functions available to them.

### *3.3 Entrance Criteria*

- Global entrance criteria satisfied
- TAG documentation obtained
- TTG vendor teams staffed, scheduled, and trained
- Interdependent test cycles scheduled
- Exception report due to documentation from PRE-1: TAG Functional Test obtained
- Exception reports due to documentation received from O&P-3: EDI/TAG Normal Volume Performance Test and O&P-4: EDI/TAG Peak Volume Performance Test
- Test execution team identified, trained and staffed
- Test logs created and results reporting template completed

- Documentation evaluation checklists completed

### *3.4 Test Scope*

The test scope will address the following sub-processes and functions to evaluate TAG documentation.

| **Test Objective: Documentation**<br>**Test Technique: Document Review, Observation** | |
|---|---|
| ***Sub-Process*** | ***Function*** |
| Pre-Ordering Documentation | LEO Implementation Guides (Pre-Ordering Sections of Volumes 1-4) |
| | Resale - CLEC Starter Kit (Pre-Ordering sections) |
| | Resale CLEC Activation Requirements |
| | TAG Programmer's Job Aid |
| | TAG Training - Release 2.1 |
| | TAG API Reference Guide |
| | Carrier Notification |

*Figure IV-IV: TAG Pre-Ordering Document Review Test Scope*

### *3.5 Test Activities*

1. Conduct clarity and completeness reviews
2. Conduct reviews during development, installation, and testing of interfaces
3. Conduct reviews during functional and volume test execution
4. Flag any exceptions or documentation errors (if none, go to step 9)
5. Review exceptions to identify root cause
6. Report any Severity 1, 2, and 3 test exceptions
7. Troubleshoot exceptions and determine resolution procedures
8. Resolve exceptions in accordance with exception resolution process
9. Generate test results reports

### *3.6 Exit Criteria*

- Global exit criteria satisfied
- Documentation checklists completed
- Exceptions report conducted
- Post-mortem analysis completed
- Test cycle results summary report completed
- Results summary and reports delivered to KPMG

# V. Ordering and Provisioning Test Section

## *A. Overview*

The purpose of this section is to define the specific ordering and provisioning tests needed to prove nondiscriminatory access to BellSouth's OSS in order to comply with the Georgia Order and the Act.

## *B. Scope*

The ordering and provisioning test scope is defined by the following test dimensions: interface, test objective, product category, and test technique. The test cycles are based on those combinations of test dimensions that are required within the scope of the Georgia Order.

| ***Test Cycle*** | ***Test Dimensions*** | | | |
|---|---|---|---|---|
| | ***Interface*** | ***Primary Test Objective*** | ***Product Category*** | ***Test Technique*** |
| O&P-1: EDI Functional Test | EDI | Functionality | UNE | Transaction Processing |
| O&P-2: TAG Functional Test | TAG | Functionality | UNE | Transaction Processing |
| O&P-3: EDI/TAG Normal Volume Performance Test | EDI TAG | Volume & Scalability | Resale UNE | Transaction Processing |
| O&P-4: EDI/TAG Peak Volume Performance Test | EDI TAG | Volume & Scalability | Resale UNE | Transaction Processing |
| O&P5: Provisioning Verification Test | TAG | Performance | UNE | Transaction Processing Inspection |
| O&P-6: Ordering Processing Systems Scalability Evaluation | EDI TAG | Volume & Scalability | Resale UNE | Inspection Interview |
| O&P-7: O&P Performance Results Comparison | EDI TAG | Performance | Resale UNE | Performance Comparison |
| O&P-8: EDI Documentation Evaluation | EDI | Documentation | UNE | Document Review Interview |
| O&P-9: TAG Documentation Evaluation | TAG | Documentation | UNE | Document Review Observation |

*Figure V-I: Ordering and Provisioning Test Cycles*

# *C. Test Cycles*

## 1.0 O&P-1: EDI Functional Test

### *1.1 Description*

The EDI Functional Test will evaluate the functional elements of the ordering and provisioning process for UNEs as delivered to CLECs by the EDI interface. This test cycle will be executed by submitting local service requests (LSRs) for UNEs against BellSouth test bed accounts and allowing the process to continue through the return of either a firm order confirmation (FOC) or reject/error notice. A number of these transactions will be permitted to proceed through the physical provisioning process and the return of an electronic completion notice (CN).

EDI ordering and provisioning functionality will be reviewed along with the documentation addressing its use. This test cycle will address all electronically ordered UNE requisition type and activity type combinations for business and residence customers. Other functional elements of the UNE ordering and provisioning process that will be tested include flow-through and non-flow-through orders, full and partial migrations, error conditions, order supplements, directory listings, cancels, dispatch and non-dispatch provisioning, and jeopardy notices delivered through the EDI.

The EDI ordering and provisioning test will require BellSouth to establish a test bed of customer accounts against which to place the requisite service requests. Additionally, BellSouth must establish the process or triggers by which to drop service requests out of the process following the successful return of an FOC and prior to entering the provisioning process. Finally, the downstream CRIS/CABS Invoicing Functional Test (BLG-1) requires that those transactions allowed to complete through provisioning utilize two operating company numbers (OCNs). Customer test accounts will be distributed geographically across multiple Georgia COs and switching/transmission equipment configurations.

The test scenarios to be used in the EDI Functional Test are described in Appendix B-3: UNE Ordering Scenarios.

The test cycle manager will coordinate efforts with BellSouth to ensure that BellSouth's performance measurements system is prepared to track test transaction performance prior to beginning the Test. Test cycle performance data will also be collected through test management tools and delivered to the O&P Performance Results Comparison Test (O&P-7) and KPMG as inputs to their respective test execution functions.

### *1.2 Objective*

The objective of the EDI Functional Test is to accurately prove the existence of EDI functionality for electronically ordered UNEs in accordance with EDI documentation.

### *1.3 Entrance Criteria*

- Global entrance criteria satisfied
- EDI documentation and training materials obtained
- Test transaction tracking strategy identified
- Three OCNs acquired and deployed (two for provisioning)
- Target performance metrics identified
- BellSouth performance measurements tracking system prepared to track test transactions
- PC-EDI terminal stations configured and installed
- BellSouth test bed customer account data loaded
- Expected results files completed
- Integrated test management tools installed and configured
- Test scripts (transaction content) completed and loaded
- Test case execution scheduled
- Test cycle execution checklist created
- Test logs created and results reporting template completed
- Account and security access to EDI established
- EDI connectivity established
- Test execution team staffed, scheduled, and trained

### *1.4 Test Scope*

The scope will address the following sub-processes and functions to evaluate EDI functionality.

| **Test Objective: Functionality, Performance, Documentation, and Interface**<br>**Test Technique: Transaction Processing** |
|---|

| ***Sub-Process*** | ***Function*** |
|---|---|
| Submit an Order | Create order transaction(s) |
| | Send order in LSR format |
| | Receive acknowledgment |
| | Receive FOC |
| | Send transaction response |
| Submit an Error | Create error transaction(s) |
| | Send error in LSR format |

| *Sub-Process* | *Function* |
|---|---|
| | Receive acknowledgment |
| | Receive planned error/reject notification |
| | Correct errors |
| | Resend order |
| | Receive FOC |
| | Send transaction response |
| Supplement an Order | Create Supplement transaction(s) |
| | Send supplement |
| | Receive acknowledgment |
| | Receive error/reject notification |
| | Correct errors |
| | Resend supplement |
| | Determine status of transaction response |
| | Receive FOC |
| | Send transaction response |
| Cancel an Order | Create cancel transaction |
| | Send cancel |
| | Receive acknowledgment |
| | Receive FOC |
| | Send transaction response |
| Receive Completion Notice (CN) | Receive CN transaction |
| | Send transaction response |
| Receive Jeopardy Notification | Receive Jeopardy Notification transaction |
| | Send transaction response |

*Figure V-II: EDI Functional Test Scope*

## *1.5 Test Activities*

1. Submit EDI test case transactions according to schedule
2. Log transaction identifier(s) and submission date/time stamp
3. Receive transaction responses
4. Log transaction identifier(s) and receipt date/time stamp
5. Format transaction response for comparator evaluation
6. Match transaction response to submitted transaction
7. Verify that transaction response contains expected results

8. Flag any exceptions or mismatched responses (if none, go to step 17)
9. Review exceptions to identify root cause
10. Report any Severity 1, 2, and 3 test exceptions
11. Troubleshoot exceptions and determine resolution procedures
12. Resolve exceptions in accordance with exceptions resolution process
13. Determine if test cycle should continue (if no, skip to step 18)
14. Take corrective actions
15. Increment transaction version numbers and resubmit transaction
16. Log resubmission transaction identifier(s) and date/time stamp (go to step 3)
17. Review comparator results and identify pending/open transactions
18. Generate test results reports
19. Calculate and report performance metrics

### *1.6 Exit Criteria*

- Global exit criteria satisfied
- Disaggregated performance metrics report completed
- Expected versus actual results report completed
- Exceptions report completed
- Exceptions report due to documentation delivered to Document Review Test
- Post-mortem analysis conducted
- Test cycle results summary report completed
- Results summary and formatted data delivered to KPMG
- Disaggregated performance metrics report and raw electronic data delivered to O&P Performance Results Comparison Test

## 2.0 O&P-2: TAG Functional Test

### *2.1 Description*

The TAG Functional Test will evaluate the functional elements of the ordering and provisioning process for UNEs as delivered to CLECs via the TAG interface. This test cycle will be executed by submitting LSRs for UNEs against BellSouth test bed accounts and allowing the process to continue through the return of either an FOC or reject/error notice. A number of these transactions will be permitted to proceed through the physical provisioning process and return an electronic CN.

TAG ordering functionality will be reviewed along with the documentation addressing its use. This test cycle will address all electronically ordered UNE requisition type and activity type combinations for business and residence customers. Other functional elements of the UNE ordering and provisioning process that will be tested include flow-

through and non-flow-through orders, full and partial migrations, error conditions, order supplements, directory listings, cancels, dispatch and non-dispatch provisioning, and jeopardy notices delivered through the TAG interface.

The TAG interface ordering and provisioning test will require BellSouth to establish a test bed of customer accounts against which to place the requisite service requests. Additionally, BellSouth must establish the process or triggers by which to drop service requests out of the process following the successful return of an FOC and prior to entering the provisioning process. Finally, the downstream CRIS/CABS Invoicing Functional Test (BLG-1) requires that those transactions allowed to complete through provisioning utilize two OCNs. Customer test accounts will be distributed geographically across multiple Georgia COs and switching/transmission equipment configurations.

The test scenarios to be used in the TAG Functional Test are described in Appendix B-3: UNE Ordering Scenarios.

The test cycle manager will coordinate efforts with BellSouth to ensure that BellSouth's performance measurements system is prepared to track test transaction performance prior to beginning the Test. Test cycle performance data will be also be collected through test management tools and delivered to the O&P Performance Results Comparison Test (O&P-7) and KPMG as inputs to their respective test execution functions.

### *2.2 Objective*

The objective of the TAG Functional Test is to accurately prove the existence of TAG functionality for electronically ordered UNEs in accordance with TAG documentation.

### *2.3 Entrance Criteria*

- Global entrance criteria satisfied
- TAG documentation and training materials obtained
- Test transaction tracking strategy identified
- Three OCNs acquired and deployed (two for provisioning)
- Target performance metrics identified
- BellSouth performance measurements tracking system prepared to track test transactions
- xst (TAG) Test Client terminal stations configured and installed
- BellSouth test bed customer account data loaded
- Expected result files completed
- Integrated test management tools installed and configured
- Test scripts (transaction content) completed and loaded
- Test case execution scheduled

- Test cycle execution checklist created
- Test logs created and results reporting templates completed
- Account and security access to TAG established
- TAG connectivity established
- Test execution team staffed, scheduled, and trained

### *2.4 Test Scope*

The scope will address the following sub-processes and functions to evaluate TAG functionality.

| **Test Objective: Functionality, Performance, Documentation, and Interface**<br>**Test Technique: Transaction Processing** |
|---|

| ***Sub-Process*** | ***Function*** |
|---|---|
| Submit an Order | Create order transaction(s) |
| | Send order in LSR format |
| | Receive acknowledgment |
| | Receive FOC |
| | Send transaction response |
| Submit an Error | Create error transaction(s) |
| | Send error in LSR format |
| | Receive acknowledgment |
| | Receive planned error/reject notification |
| | Correct errors |
| | Resend order |
| | Receive FOC |
| | Send transaction response |
| Supplement an Order | Create supplement transaction(s) |
| | Send supplement |
| | Receive acknowledgment |
| | Receive error/reject notification |
| | Correct errors |
| | Resend supplement |
| | Receive FOC |
| | Send transaction response |
| Cancel an Order | Create cancel transaction |
| | Send cancel |

| *Sub-Process* | *Function* |
|---|---|
| | Receive acknowledgment |
| | Send transaction response |
| Receive Completion Notice | Receive CN transaction |
| | Send transaction response |
| | Receive transaction response |
| Receive Jeopardy Notification | Receive jeopardy notification transaction |
| | Send transaction response |

*Figure V-III: TAG Functional Test Scope*

## *2.5 Test Activities*

1. Submit TAG test case transactions according to schedule
2. Log transaction identifier(s) and submission date/time stamp
3. Receive transaction responses
4. Log transaction identifier(s) and receipt date/time stamp
5. Format transaction response for comparator evaluation
6. Match transaction response to submitted transaction
7. Verify that transaction response contains expected results
8. Flag any exceptions or mismatched responses (if none, go to step 17)
9. Review exceptions to identify root cause
10. Report any Severity 1, 2, and 3 test exceptions
11. Troubleshoot exceptions and determine resolution procedures
12. Resolve exceptions in accordance with exception resolution process
13. Determine if test cycle should continue (if no, skip to step 18)
14. Take corrective actions
15. Increment transaction version numbers and resubmit transaction
16. Log resubmission transaction identifier(s) and date/time stamp (go to step 3)
17. Review comparator results and identify pending/open transactions
18. Generate test results reports
19. Calculate and report performance metrics

## *2.6 Exit Criteria*

- Global exit criteria satisfied
- Disaggregated performance metrics report completed
- Expected versus actual results report completed
- Exceptions count report completed

- Exceptions report due to documentation delivered to Document Review Test
- Post-mortem analysis conducted
- Test cycle summary report completed
- Results summary and formatted data delivered to KPMG
- Disaggregated performance metrics report and raw electronic data delivered to O&P Performance Results Comparison Test

## 3.0 O&P-3: EDI/TAG Normal Volume Performance Test

### *3.1 Description*

The EDI/TAG Normal Volume Performance Test will evaluate the behavior and performance of both the EDI and TAG interfaces under "normal" YE01 projected transaction load conditions simultaneously. This test cycle will be executed by TTGs capable of submitting large volumes of selected pre-ordering (TAG only) and resale and UNE service request test cases in a manner consistent with the current daily usage patterns and transaction mix (including error conditions) for each interface.

The normal volume forecast will be developed across BellSouth's entire 9-state region (not simply Georgia) as described in Appendix C: Volume Analysis. The test will be executed during two 10-hour period by modeling the expected normal daily usage pattern (e.g., the off-peak nighttime hour loads will be ignored for the Test). The majority of the transactions submitted in support of this test cycle are expected to flow through BellSouth's OSS electronically and return an error or a FOC. However, a representative sample of transactions will be submitted to test BellSouth's processing capacity for electronically ordered service requests and errors that fall out for manual processing. LSR transaction loads will be distributed geographically across multiple Georgia COs. BellSouth will ensure that customer test accounts are established and configured accordingly.

The test scenarios to be used in the EDI/TAG Normal Volume Performance Test are described in Appendix B-2: Resale Ordering Scenarios and Appendix B-3: UNE Ordering Scenarios.

The test cycle manager will coordinate efforts with BellSouth to ensure that BellSouth's performance measurements system is prepared to track test transaction performance prior to beginning the Test. Test cycle performance data will also be collected through test management tools and delivered to the O&P Performance Results Comparison Test (O&P-7) and KPMG as inputs to their respective test execution functions.

### *3.2 Objective*

The objective of the EDI/TAG Normal Volume Performance Test is to measure the performance of the EDI and TAG interface under normal projected YE01 transaction loads.

### *3.3 Entrance Criteria*

- Global entrance criteria satisfied
- EDI and TAG documentation obtained
- O&P-1: EDI Functional Test and O&P-2: TAG Functional Test successfully completed
- Test transaction tracking strategy identified
- BellSouth performance measurements tracking system prepared to track transactions
- Test scenarios selected (refer to Appendix B-3)
- Test cases selected
- BellSouth test bed customer account data loaded
- Expected result files completed
- Integrated test management tools installed and configured
- Test scripts (transaction content) completed and loaded
- Test case execution scheduled
- Test cycle execution checklist created
- Test logs created and results reporting template completed
- Account and security access to EDI and TAG established
- EDI and TAG connectivity established
- Test execution team staffed, scheduled, and trained

### *3.4 Test Scope*

The scope will address the following sub-processes and functions to evaluate EDI and TAG performance under YE01 normal projected transaction loads.

| **Test Objective: Volume & Scalability, Performance, and Interface**<br>**Test Technique: Transaction Processing** |
|---|

| ***Sub-Process*** | ***Function*** |
|---|---|
| Submit Orders in Projected Normal Volumes | Create order transaction(s) |
| | Send order in LSR format |
| | Receive acknowledgment |
| | Receive FOC or error/reject notification |
| | Send transaction response |